


Supported Child Development Program Outcome Measurements, 2018

Family Survey

The SCDP consultant asked licensed child care program staff to hand surveys to families who were accessing services at that time. All other families had been provided with the opportunity to complete a survey when they transitioned out of services. Some families were contacted by the telephone. No names were attached to the survey. 7 families completed the survey, 17 families accessed services at one time during 2018

Supported Child Development Family 2018 survey results

families on caseload	17	
total # of survey's distributed	7	41%
surveys answered	7	41%
survey not completed	0	0%
people chose not to answer	0	0%
people unreachable	10	59%
families on case load in 2018	7	41%
# surveys used in calculations	7	

	very satisfied	satisfied	neutral	dis-satisfied	very dis-satisfied	TARGET
satisfaction						
1. parents felt satisfied with their level of planning in service provision	5	2	0	0	0	
	71%	29%	0%	0%	0%	

	yes	somewhat	no	not sure
accessibility				
2. parents feel their child is better able to attend a child care program	4	3	0	0
	57%	43%	0%	0%
3. parents feel they understand the services offered to their child	5	2	0	0
	71%	29%	0%	0%
achievement				
4. parents feel their child made progress towards identified goals	6	1	0	0
	86%	14%	0%	0%
5. parents feel they understand their child's development	5	2	0	0
	71%	29%	0%	0%
6. parents feel they can meet their child's needs	5	2	0	0
	71%	29%	0%	0%

	30 days	60 days
efficiency		
# days to receive service (6 families came on to case load in 2018)	7	0
	100%	0%

Summary of debrief and action plan discussed with staff:

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Supported Child Development received positive reviews from all families that we were able to contact. Completing surveys at the time of transition was partially successful and should be continued in the upcoming months as part of the exit from services plan.

Some comments were;

“Whatever my child needed the staff got for her.”

“A lot of other people that were involved in [child’s] life were always included in planning and meetings and that felt really good for when school time came around.”

Susanne Butcher

Manager – Early Childhood Services





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Childcare Provider Survey

The SCDP consultant hand delivered surveys to program managers. Child care program managers were handed a paper copy of the survey and it was return anonymously to the YCS reception or the Manager of the Early Years Services. 3 program managers completed the survey.

Supported Child Development Family 2018 survey results

Child care programs surveyed	4	
total # of survey's distributed	4	41%
surveys answered	0	41%
survey not completed	0	0%
people chose not to answer	0	0%
people unreachable	0	0%
# surveys used in calculations	4	

	very satisfied	satisfied	neutral	dis-satisfied	very dis-satisfied	TARGET
satisfaction	2	1	0	1	0	
1. Did programs feel supported and satisfied with services?	50%	25%	0%	33%	0%	
accessibility	2	1	0	1	0	
2. Could the SCDP provide resources for the child?	50%	25%	0%	25%	0%	
3. Was the consultant available for you?	0	2	1	1	0	
prioritizing	1	3	0	0	0	
4. Were wait times reasonable for those identified for services?	25%	75%	0%	33%	0%	

	yes	somewhat	no	not sure
effectiveness	2	2	0	0
5. Did programs feel able to include children who needed extra support?	50%	50%	0%	0%



Summary of debrief and action plan discussed with staff:

Revision of surveys identified that the consultant's restricted availability and work schedule inhibited provision of services, particularly in the preschools as attendance is part time and for a few hours only. Accordingly, infrequent visits delayed the relationship building process between consultant and child which in turn impacted planning and goal development. SCD Consultant days have since been adjusted to accommodate more visits to programs. Less jargon and more lay language was also requested as part of a family centered services.

Susanne Butcher

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Manager – Early Childhood Services